



EXAMINATION OPEN TO THE PUBLIC TELECOMMUNICATIONS DISPATCHER

ANNUAL \$42,039
SALARY: \$55,131

SALARY
GROUP: CL 15

APPLICATION CLOSING
DATE: APRIL 25, 2014

EXAM
NO: 1405100CRB

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

PURPOSE OF CLASS: At the Connecticut State University System, Department of Mental Health and Addictions Services, Connecticut Valley Hospital and the University of Connecticut Health Center this class is accountable for providing a communications link between agency units and/or divisions, other public safety agencies and the public.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR ADMITTANCE INTO THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY **APRIL 25, 2014**.

GENERAL EXPERIENCE: One year of experience in dispatching and operation of communication equipment.

SPECIAL REQUIREMENTS: (1) Incumbents in this class may be required to possess and retain certification as a Telecommunicator. (2) Incumbents in this class may be required to receive within three months of appointment and retain certification in NCIC and COLLECT systems. (3) Incumbents in this class may be required to work a schedule that includes weekends, evenings and holidays.

PHYSICAL REQUIREMENTS: A physical examination may be required by the appointing authority. Applicants for this class must possess normal hearing and vision.

WORKING CONDITION: Incumbents in this class may be required to work in tiring positions for long periods of time.

CHARACTER REQUIREMENT: In addition to the checking of references and facts stated in the application a thorough background investigation of each candidate may be made before persons are certified for permanent appointment.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of and ability to operate and monitor communications equipment; knowledge of terminology and coding used in radio communications; knowledge of and ability to interpret and apply state and federal laws, statutes, regulations and procedural guidelines relating to communications; interpersonal skills; computer keyboarding skills; ability to listen and communicate calmly, effectively and courteously in emergency and non-emergency situations; ability to speak proper English and enunciate clearly; ability to function and react calmly, effectively and efficiently under stress; ability to think and act quickly in emergency situations with judgment and discretion; ability to exercise discretion in handling confidential information; ability to follow oral and written instructions; ability to maintain records.

THE EXAMINATION WILL BE COMPOSED OF:

PART	WEIGHT
EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION PROCEDURE

APPLICANTS MUST SUBMIT:

- (1) Completed Application Form (CT-HR-12)
- (2) Supplemental Examination Materials (see instructions below)

In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above AND complete the required examination materials as detailed below. Applicants who do not submit the required application and supplemental examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision. Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

EXAMINATION INSTRUCTIONS: Section 1. For each job (maximum of three) which you feel has best prepared you for the job of Telecommunications Dispatcher include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Telecommunications Dispatcher cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow.

(1) Experience in the operation and monitoring of integrated communications equipment such as CAD, NCIC, COLLECT systems, multi-line telephone systems, and the monitoring of fire, security and/or camera systems. Be specific as to the kinds of communications equipment used, how it was operated and for what purpose. Include your experience with two way radio communication. (2) Oral/written and interpersonal communications experience. Detail your experience preparing reports, correspondence, documents or other written materials. Be specific as to the nature and purpose of these reports or written materials and for whom they were prepared. Detail your experience with others which you feel demonstrates your oral communication and interpersonal skills. Be specific in explaining the nature of those dealings and whom they were with. (3) Detail your ability to interpret and apply regulations and/or procedural guidelines relating to communications and/or public safety related issues. Be specific as to the regulations/procedural guidelines that applied to you and for what purpose. (4) Experience in the operation of computers and/or other automated equipment, and any additional related skills (i.e., multi-tasking ability, keyboarding skills, software familiarity, etc.). Be specific as to the office equipment used and for what purpose. Section 2. On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. Important Notes: (1) **Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process.** (2) Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). (3) Do not include materials other than those requested above. (4) **Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by April 25, 2014.** (5) Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (Secure Fax #860-622-2875). **If faxing materials, keep a copy of your completed application form and the fax transmittal receipt for your records. Make certain that your application form is complete and transmitted correctly and without error. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted.** (6) Due to the large number of applications received, we cannot confirm receipt of applications. (7) **Examination scores will be mailed by June 16, 2014.** (8) **A separate application/examination package must be submitted for each exam you are applying for.**

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) or at the Offices of the Connecticut State Job Centers.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, persons with disabilities and military veterans.